CLAIMS

What is claimed is:

1. An internet based system designer, the system designer comprising:

a configurator tool providing a range of relationships for correlating selections within a scope of a configuration; and

a common reference frame in communication with said configurator tool, whereby a user of the configurator tool and a live agent simultaneously view at least one common page,

wherein the live agent assists the user.

2. The system designer of claim 1, wherein the configurator tool comprises an expert system and the live agent assists the user by helping the user to perform at least one of navigation of the expert system and use of the expert system.

3. The system designer of claim 1, wherein the user and the live agent establish mutual communication.

4. The system designer of claim 3, wherein the user and the live agent simultaneously view the common page while maintaining mutual communication.

5. The system designer of claim 3, wherein the mutual communication occurs by at least one of telephone, digital video link, digital audio link, online instant messaging system, and internet chat technology.

6. The system designer of claim 1, wherein the selections are preselected for configuration.

7. The system designer of claim 1, wherein a relationship within the domain of relationships involves at least in part at least one algorithmic function.

8. The system designer of claim 1, wherein the live agent assists the user in modification of at least one of a selection, a relationship, the configuration, the configurator tool, the mutual communication, the common reference frame, and the common page.

9. The system designer of claim 8, wherein the modification of the configuration includes at least one of expansion, limitation, and redefinition of a scope of the configuration.

10. The system designer of claim 9, wherein the expansion of a scope of the configuration includes live agent assistance with multiple configurator tools.

11. The system designer of claim 1, wherein the common reference frame permits the live agent to view a user interface that looks the same as the user interface of the user.

12. The system designer of claim 1, wherein the live agent is chosen by an agent selection method comprising:

determining at least one desirable skill required of a live agent;

determining an appropriate level of skill required of a live agent;

evaluating the cost of labor for at least one live agent; and

selecting a live agent based at least in part on the cost of labor for a live agent with the appropriate level of skill regarding the desirable skill.

13. A method of providing live agent assistance for an internet based system designer, the method comprising:

providing a configurator tool to a user permitting the user to assemble a configuration of selections, wherein the configuration includes at least two selections and a relationship correlating the selections; and

establishing a common reference frame between the user and a live agent, wherein the user and the live agent simultaneously view at least one common page,

wherein the live agent assists the user.

14. The method of claim 13, wherein the configurator tool comprises an expert system and the live agent assists the user by helping the user to perform at least one of navigation of the expert system and use of the expert system.

15. The method of claim 13, further comprising the step of establishing mutual communication between the user and the live agent.

16. The method of claim 15, wherein the user and the live agent simultaneously view the common page while maintaining mutual communication.

17. The method of claim 15, wherein the mutual communication occurs by at least one of telephone, digital video link, digital audio link, online instant messaging system, and internet chat technology.

18. The method of claim 13, wherein the selections are preselected for configuration.

19. The method of claim 13, wherein the relationship involves at least in part at least one algorithmic function.

20. The method of claim 13, wherein the live agent assists the user in modification of at least one of a selection, a relationship, the configuration, the configurator tool, the mutual communication, the common reference frame, and the common page.

21. The method of claim 20, wherein the modification of the configuration includes at least one of expansion, limitation, and redefinition of a scope of the configuration.

22. The system designer of claim 21, wherein the expansion of a scope of the configuration includes live agent assistance with multiple configurator tools.

23. The method of claim 13, wherein the common reference frame permits the live agent to view a user interface that looks the same as the user interface of the user.

24. The method of claim 13, wherein the live agent is chosen by an agent selection method comprising:

determining at least one desirable skill required of a live agent;

determining an appropriate level of skill required of a live agent;

evaluating the cost of labor for at least one live agent; and

selecting a live agent based at least in part on the cost of labor for a live agent with the appropriate level of skill regarding the desirable skill.